



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 642.0

Job Title: **POLICE TELECOMMUNICATOR SUPERVISOR**

Pay Grade: 21

GENERAL SUMMARY:

Supervises and directs communications and various record-keeping activities and personnel relative to law enforcement, emergency service and public safety applications.

RESPONSIBILITIES:

- Supervises, trains and evaluates personnel performance and activities to ensure quality operations.
- Monitors incident queues to ensure timely response.
- Assists in receiving, screening and assigning emergency and non-emergency calls for police service.
- Monitors and handles emergency occurrences.
- Advises Watch Commander/Supervisor of system irregularities, emergencies or unusual occurrences.
- Monitors calls for service receipt, processing and assignment to ensure consistency with goals and objectives of the emergency service and public safety.
- Monitors and ensures that shift assignments are entered into appropriate data files.
- Acts as liaison for the Communication Center, departments, news media and outside agencies.
- Upgrades and downgrades response to incident by applying information available and the applicable Division, Bureau, Command or Department policy.

SPECIFICATIONS:

KNOWLEDGE:

Requires an Associate's degree in Business Administration, Public Administration, Social Science, General Studies or a closely related field.

Certification: Must provide certification of successful completion of or complete within one year of employment a telecommunications training program in compliance with the Texas Commission on Law Enforcement (TCLEOSE) guidelines.

EXPERIENCE:

Two years of experience as a senior telecommunicator in the Houston Police Department or a similar emergency communication environment are required. Experience as a senior telecommunicator in the Houston Police Department or a similar emergency communication environment maybe substituted for the above education requirement on a year-for-year basis.

SPECIFICATIONS: (continued)

COMPLEXITY:

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and precedents, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:

Errors in work cause some expense and inconvenience. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Police Telecommunicator
Senior Police Telecommunicator
Police Telecommunicator Supervisor

Effective Date: October 1990

Revised Date: July 1999